

County of Los Angeles – Department of Mental Health
Service Area 3

Quality Improvement Committee Meeting

March 18, 2015

9:30 am – 11:30 am

AGENDA

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| I Welcome and Introductions | Bertrand Levesque |
| II Review of the Minutes | Bertrand Levesque |
| III Infants – Medical Necessity | Sharon Tan |

Quality Improvement

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| I Policies Update | Elizabeth Owens |
| II Safety Intelligence | Elizabeth Owens |
| III Medication Issues –Policy | Elizabeth Owens |
| | Gassia Ekizian |
| IV Cultural Competency | Mark Borkheim |
| V Patient Rights – NOA | Elizabeth Owens |
| VI Children QI/QA Countywide | Elizabeth Owens |
| VII MSIP DATA | Gassia Ekizian |

Quality Assurance Liaison Meeting

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| I DSM 5 and ICD9/10 | Bertrand Levesque |
| II Revisions to the 1915 b Waiver | Gassia Ekizian |
| III TAR – Antipsychotic Medication | Bertrand Levesque |
| IV State Concern | Bertrand Levesque |
| V Documentation Training | Gassia Ekizian |
| VI Code 90792 and M0064 | Bertrand Levesque |
| VII TBS update | Gassia Ekizian |
| VIII Auditor Controller | Bertrand Levesque |
| IX Chart Review Tool for DO | Gassia Ekizian |
| X Phases & Timeline, Name Change | Bertrand Levesque |

Other Issues

| | |
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| I Announcements | All |
| II Adjournment | Bertrand Levesque |

**Next Meeting: April 15, 2015 at Enki, 3208 Rosemead Blvd
2nd Floor, El Monte, Ca**

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
PROGRAM SUPPORT BUREAU
QUALITY IMPROVEMENT DIVISION**

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| Type of Meeting | Service Area 3 QIC | Date | 3/18/2015 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Place | ENKI - 3208 Rosemead Blvd., 2nd Floor, El Monte, CA 91731. | Start Time: | 9:30 am | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Chairperson Co-Chairs | Dr. Bertrand Levesque Mrs. Gassia Ekizian Mrs. Elizabeth Owens | End Time: | 10:50 am | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Members Present | <table> <tr> <td><i>Judy Law</i></td><td><i>Alma</i></td><td><i>Laura Jimenez</i></td><td><i>Hillsides</i></td></tr> <tr> <td><i>Marie Zamudio</i></td><td><i>Almanson</i></td><td><i>Eka Childs</i></td><td><i>Homes for Life</i></td></tr> <tr> <td><i>Sharon Scott</i></td><td><i>Arcadia</i></td><td><i>Tammie Shaw</i></td><td><i>Maryvale</i></td></tr> <tr> <td><i>Fernando Reyes</i></td><td><i>Bienvenidos</i></td><td><i>Richard Gomez</i></td><td><i>McKinley</i></td></tr> <tr> <td><i>Mark Rodriguez</i></td><td><i>Bridges</i></td><td><i>Erika Rivera</i></td><td><i>Pacific Clinics</i></td></tr> <tr> <td><i>Leslie Shrager</i></td><td><i>Children's Bureau</i></td><td><i>Nicole Unrein</i></td><td><i>Prototypes</i></td></tr> <tr> <td><i>Erin Grierson</i></td><td><i>Crittenton</i></td><td><i>Natasha Stebbins</i></td><td><i>PUSD</i></td></tr> <tr> <td><i>Paula Randle</i></td><td><i>David & Margaret</i></td><td><i>Jennifer Lomas</i></td><td><i>PUSD</i></td></tr> <tr> <td><i>Bertrand Levesque</i></td><td><i>DMH</i></td><td><i>Diana Scott</i></td><td><i>Rosemary</i></td></tr> <tr> <td><i>Elizabeth Townsend</i></td><td><i>DMH</i></td><td><i>Kristie Summerville</i></td><td><i>Rosemary</i></td></tr> <tr> <td><i>Greg Tchakmakjian</i></td><td><i>DMH</i></td><td><i>Rebecca deKeyser</i></td><td><i>San Gabriel Children's</i></td></tr> <tr> <td><i>Marc Borkheim</i></td><td><i>DMH</i></td><td><i>Nely Meza-Andrade</i></td><td><i>SPIRITT</i></td></tr> <tr> <td><i>Martin Hernandez</i></td><td><i>DMH-PRO</i></td><td><i>Rachel Riphagen</i></td><td><i>The Family Center</i></td></tr> <tr> <td><i>Shirley Robertson</i></td><td><i>DMH-Wrap</i></td><td><i>Elizabeth Owens</i></td><td><i>Tri-City MH</i></td></tr> <tr> <td><i>Nancy Uberto</i></td><td><i>D'Veal</i></td><td><i>Keri Zehm</i></td><td><i>Tri-City MH</i></td></tr> <tr> <td><i>Ariana Alvarez</i></td><td><i>D'Veal</i></td><td><i>Natalie Majors</i></td><td><i>Tri-City MH</i></td></tr> <tr> <td><i>Michael Olsen</i></td><td><i>ENKI</i></td><td><i>Joe Bologna</i></td><td><i>Trinity</i></td></tr> <tr> <td><i>Windy Luna-Perez</i></td><td><i>Ettie Lee</i></td><td><i>Katia Perez</i></td><td><i>Violence Intervention</i></td></tr> <tr> <td><i>Gassia Ekizian</i></td><td><i>Foothill</i></td><td><i>Malcom Clayton</i></td><td><i>Violence Intervention</i></td></tr> <tr> <td><i>Debbie Jih</i></td><td><i>Hathaway</i></td><td></td><td></td></tr> <tr> <td><i>Stella Tam</i></td><td><i>Heritage Clinic</i></td><td></td><td></td></tr> </table> | | | <i>Judy Law</i> | <i>Alma</i> | <i>Laura Jimenez</i> | <i>Hillsides</i> | <i>Marie Zamudio</i> | <i>Almanson</i> | <i>Eka Childs</i> | <i>Homes for Life</i> | <i>Sharon Scott</i> | <i>Arcadia</i> | <i>Tammie Shaw</i> | <i>Maryvale</i> | <i>Fernando Reyes</i> | <i>Bienvenidos</i> | <i>Richard Gomez</i> | <i>McKinley</i> | <i>Mark Rodriguez</i> | <i>Bridges</i> | <i>Erika Rivera</i> | <i>Pacific Clinics</i> | <i>Leslie Shrager</i> | <i>Children's Bureau</i> | <i>Nicole Unrein</i> | <i>Prototypes</i> | <i>Erin Grierson</i> | <i>Crittenton</i> | <i>Natasha Stebbins</i> | <i>PUSD</i> | <i>Paula Randle</i> | <i>David & Margaret</i> | <i>Jennifer Lomas</i> | <i>PUSD</i> | <i>Bertrand Levesque</i> | <i>DMH</i> | <i>Diana Scott</i> | <i>Rosemary</i> | <i>Elizabeth Townsend</i> | <i>DMH</i> | <i>Kristie Summerville</i> | <i>Rosemary</i> | <i>Greg Tchakmakjian</i> | <i>DMH</i> | <i>Rebecca deKeyser</i> | <i>San Gabriel Children's</i> | <i>Marc Borkheim</i> | <i>DMH</i> | <i>Nely Meza-Andrade</i> | <i>SPIRITT</i> | <i>Martin Hernandez</i> | <i>DMH-PRO</i> | <i>Rachel Riphagen</i> | <i>The Family Center</i> | <i>Shirley Robertson</i> | <i>DMH-Wrap</i> | <i>Elizabeth Owens</i> | <i>Tri-City MH</i> | <i>Nancy Uberto</i> | <i>D'Veal</i> | <i>Keri Zehm</i> | <i>Tri-City MH</i> | <i>Ariana Alvarez</i> | <i>D'Veal</i> | <i>Natalie Majors</i> | <i>Tri-City MH</i> | <i>Michael Olsen</i> | <i>ENKI</i> | <i>Joe Bologna</i> | <i>Trinity</i> | <i>Windy Luna-Perez</i> | <i>Ettie Lee</i> | <i>Katia Perez</i> | <i>Violence Intervention</i> | <i>Gassia Ekizian</i> | <i>Foothill</i> | <i>Malcom Clayton</i> | <i>Violence Intervention</i> | <i>Debbie Jih</i> | <i>Hathaway</i> | | | <i>Stella Tam</i> | <i>Heritage Clinic</i> | | |
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| <i>Mark Rodriguez</i> | <i>Bridges</i> | <i>Erika Rivera</i> | <i>Pacific Clinics</i> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| Agenda Item & Presenter | Discussion and Findings | Decisions, Recommendations, Actions, & Scheduled Tasks | Person Responsible & Due Date |
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| Call to Order & Introductions | Dr. Levesque called the meeting to order and followed with self-introductions. | | |
| Review of Minutes | The minutes were reviewed. One correction was requested to amend cultural competency notations. | Motion to accept minutes with the one correction by Michael Olsen, and seconded by Rebecca deKeyser. | Natalie Majors will correct February 2015 minutes. |
| Member Contact Information | Dr. Levesque requested that members review their contact information on the sign-in sheet to ensure that it is correct. Many emails are being returned. | Members to verify and update contact information as needed. | |
| Infant – Medical Necessity | Dr. Sharon Tan returned to SA3 QIC meeting to address questions based on last month's presentation. Dr. Tan provided a brief overview of topics covered in the previous presentation, as well as responded to member questions related to medical necessity and documentation for the 'birth to five' population. | Please see calendar handout for upcoming trainings related to the 'birth to five' population. | |
| | | | |
| Policy and Procedure Update | Mrs. Owens reviewed policy and procedure updates. | Please review handout for more details. | |
| Safety Intelligence | Mrs. Owens provided an update on the Safety Intelligence System enrollments. An email requesting enrollment was sent to agency Executive Directors. There have only been 38 responses thus far. Mrs. Owens also reviewed the various user roles related to the Safety Intelligent System, for clarification purposes. | Please check with your agency to ensure that the enrollment form was submitted. See handout for further explanation of user roles. | |
| Medication Issues- Policy | Mrs. Owens and Mrs. Ekizian reviewed policy 202.46 with the group. Group discussion followed on the difficulty of many agencies to comply with this policy due to psychiatrist staffing. Members were advised to contact their district chief with concerns. | This policy was emailed to members. Please review for further details. | |

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| Cultural Competency | <p>Dr. Mark Borkheim provided an update on the goals and accomplishments of the 2014 CCC workgroups. The CCC approved the continuation of three of the previous workgroups for 2015: CRDP, Data, and Outreach. One new work group titled, Juvenile Justice Disparities, will also be added for 2015.</p> <p>Cultural Competency Committee meets every 2nd Wednesday of the month. Next Meeting: April 8, 2015, 1:30pm – 3:30pm Location: 550 S. Vermont Ave, 3rd floor conference room, Los Angeles, CA 90020</p> | Please see handout for more information. | |
| Patient Rights - | <p>Mr. Martin Hernandez presented on:</p> <ol style="list-style-type: none"> 1. Notice of Action: The Notice of Action-E is in the process of being translated into Spanish. PRO has approval from the State to translate NOAs (A & E) into all threshold languages. 2. Posters: Agencies can arrange for pick up or they can be mailed if ordering up to 5 posters. 3. Change of Provider Logs: Theodore Kennedy is the new interim contact for Change of Provider Logs. | Please contact Carol Lewis to order poster(s) at (213)738-2524. | |
| Child Countywide Meeting | <p>Mrs. Owens informed the group that the Children's Countywide QIC met on the 2/12/2015.</p> <p>This group meets on the second Thursday of the second month of each quarter.</p> | The next meeting will be held on May 14, 2015. | |
| MHSIP Data | Mrs. Ekizian reviewed the new format for MHSIP outcome measures. This format will allow for a comparison across services areas. | Please review handout for sample format. | |

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| DSM 5 and ICD9/10 | Dr. Levesque informed the group that, while October 2015 is still the official target date for implementing the DSM5, there is no guarantee that the transition will be made by that date. | More information will be provided in the coming months. | |
| Revision to the 1915 b Waiver | <p>Dr. Levesque informed the group that the State is in the process of applying for a 5 year renewal for the waiver.</p> <ul style="list-style-type: none"> • CMS would like the State to have increased oversight and monitoring. • Meeting standards is very important. | | |
| TAR Antipsychotic Medication | This will be reviewed during next meeting – a clarification on the use of the word “off label” medication is needed. | Will discuss next meeting. | |
| State Concern | Dr. Levesque discussed with the group to be attentive to patterns of errors when submitting billing. When patterns are established by the State it may trigger an audit. | Please be sure that your agency's billing is accurate and appropriate when submitted. | |
| Documentation Training | Ms. Ekizian reviewed the upcoming documentation training schedule. | Please see handout for more schedule details. | |
| Code 90792 and M0064 | <p>Dr. Levesque reviewed the bulletin regarding procedure codes 90792 and M0064. 90792 is a new code and should be used by MDs, DO's , Authorized Nurse Practitioners and Authorized Clinical Nurse Specialists when meeting with a client for the purpose of doing a mental health evaluation to determine diagnosis. This evaluation must include an in depth evaluation of medical issues.</p> <p>M0062 is no longer a valid procedure code. LACDMH will inactivate this code for ALL providers on September 15, 2015.</p> | Please see bulletin 15-02 for more details. | |

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| TBS update | Mrs. Ekizian informed the group that the TBS section of the provider manual has been revised. | Please look out for this update soon. | |
| Auditor Controller | Dr. Levesque provided an update on the discussions surrounding standardizing the auditor controller process. The decision has been made that only ' <i>disallowances</i> ' will be entered into final auditor controller reports. Any ' <i>findings</i> ' will go separately to the QA division for review. The QA division will work with agencies to address next steps related to findings. | | |
| Chart Review Tool for DO | Mrs. Ekizian notified the group that the chart review tool for directly operated clinics has been revised in order to more closely match the IBHIS system. | Agencies should use this tool as a guideline to ensure their agency's tool contains all essential compliance areas. Dr. Levesque will send a copy of this tool to members when it is finalized. | |
| Phases & Timeline, Name Change | Dr. Levesque reviewed the memo detailing the DMH Executive Management Team's approval for the <u>Compliance Program and Audit Service Bureau's</u> name to be changed to <u>Compliance, Privacy, and Audit Services Bureau (CPAS)</u> . Dr. Levesque also provided an update regarding the Health Integration Motion. By the end of the June 2015, a final report will be submitted to the board. | Please see handout for more information and details. | |
| Handouts | <ol style="list-style-type: none"> 1. Agenda 2. February 2015 Minutes 3. SA3 Birth to 5 Collaborative Calendar (2015) 4. Policy and Procedure Update (3/9/2015) 5. Clarification on User Roles for Safety Intelligence 6. PSB-QI: CCC Workgroup Summary | | |

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| | 7. PSB-QI: MSHIP Outcome Measures Comparison by Provider #/Service Area 8. Documentation Training Schedule 9. Bulletin 15-02 10. Memo/Health Integration Motion (2 sided) | | |
| Announcements | 1. Shirley Robertson will be retiring from DMH; Annabel Rodriguez will be overseeing the WRAP Program. | | |
| Next Meeting | Next Meeting is April 15, 2015 (9:30 a.m. – 11:30 a.m.) at ENKI, 3208 Rosemead Blvd., 2 nd Floor, El Monte, CA 91731. | | |

Respectfully Submitted, Natalie Majors-Stewart, Tri-City Mental Health